

Hello,

Rules? There should be laws and active enforcement on this. All carriers should be required to fund the investigation and enforcement of the law.

It's not enough that the customer is recorded agreeing to switch carriers. The customer should be allowed to make this decision outside of the high pressure and possibly misleading environment the carrier's sales or marketing representative might have created. Instead, switching phone companies should require the customer hanging up the phone and dialing a third, neutral clearinghouse that would receive the call and record the choice. The entire process maybe automated so it would just require the potential customer to call in and dial a code given to him or her by the new carrier during the sales call. This system would be funded by the carriers but governed and audited by an independent entity.

Regards.